

permitted to proceed through the physical provisioning process and the return of an electronic completion notice (CN).

The EDI ordering and provisioning test will require BellSouth to establish a test bed of customer accounts against which to place the requisite service requests. Customer test accounts will be distributed geographically across multiple Georgia COs and switching/transmission equipment configurations. Additionally, the downstream CRIS/CABS Invoicing Functional Test (BLG-1) requires that those transactions allowed to complete through provisioning utilize three operating company numbers (OCNs). The test scenarios to be used in the EDI Functional Test are described in Appendix B-3: UNE Ordering Scenarios.

Scenarios for ordering Local Number Portability (LNP) and for CLEC-to-CLEC migrations will be processed by the Test Manager using customer data and other requisite order data from CLECs currently doing business with BellSouth Georgia.

EDI ordering and provisioning functionality will be reviewed along with the documentation addressing its use. Documentation issues encountered during the creation of order transactions will be analyzed and reported in O&P-8: EDI Documentation review.

The Test Cycle Manager will coordinate efforts with BellSouth to ensure that BellSouth's and KPMG's performance measurement systems are prepared to track test transaction performance prior to beginning the test. Test cycle performance data will also be collected through test management tools and delivered to the O&P Performance Results Comparison Test Measures Evaluation (O&P-7).

## **1.2 Objective**

The objective of the EDI Functional Test is to evaluate the existence of EDI functionality for electronically ordered UNEs in accordance with EDI documentation.

## **1.3 Entrance Criteria**

- Global Entrance Criteria satisfied.
- EDI documentation and training materials obtained.
- Test transaction tracking strategy identified.
- Five OCNs acquired and deployed (three for provisioning).
- Target performance metrics identified.
- BellSouth's and KPMG's performance measurement tracking systems prepared to track test transactions.

- Transaction submission tools installed and configured.
- All appropriate SRT activities completed.
- BellSouth test-bed customer account data loaded.
- CLEC data for LNP orders obtained.
- Expected results files completed.
- Integrated test management tools installed and configured.
- Test scripts (transaction content) completed and loaded.
- Test case execution scheduled.
- Test cycle execution checklist created.
- Test logs created and results reporting template completed.
- Test execution team staffed, scheduled, and trained.
- Test Plan and evaluation criteria defined and approved.

#### **1.4 Test Scope**

The test scope will address the following sub-processes and functions to evaluate EDI functionality.

|                 |   |
|-----------------|---|
|                 |   |
| Submit an Order | Create order transaction(s).                                |
|                 | Create and send order in LSR format. Submit integrated LSR. |
|                 | Receive acknowledgment.                                     |
|                 | Receive FOC/error/reject notification.                      |
|                 | Send expedited order transaction.                           |

- Exception resolution activities and reports are complete.
- Expected results versus actual test case results reported.
- Test report generated.
- Exit review completed.

## **2.0 O&P-2: TAG Functional Test**

### **2.1 Description**

The TAG Functional Test will evaluate the functional elements of the ordering and provisioning process for UNEs as delivered to CLECs via the TAG interface. This test cycle will be executed by submitting LSRs for UNEs against BellSouth test-bed accounts and allowing the process to continue through the return of either an FOC or reject/error notice. A number of these transactions will be permitted to proceed through the physical provisioning process and return an electronic CN.

This test cycle will address all electronically ordered UNE requisition type and activity type combinations for business and residence customers. Other functional elements of the UNE ordering and provisioning process to be tested include flow-through and non-flow-through orders, full and partial migrations, error conditions, order supplements, directory listings, cancels, dispatch and non-dispatch provisioning, expedites, service order status inquiries, and jeopardy notices delivered through the TAG interface.

Orders will be submitted as both stand alone transactions and as integrated pre-order /order transactions. For a defined set of integrated transactions, information returned on the pre-order response will be used to populate fields on subsequent orders. This activity is undertaken to simulate the system-related activities of a CLEC wishing to integrate the pre-order and order functions. Additionally, in preparation for the volume test, a limited number of resale scenarios will be tested to evaluate the functional elements of the ordering and provisioning process for resale orders as delivered to CLECs by the TAG interface. This test cycle will be executed by submitting LSRs for resale orders against BellSouth test-bed accounts and allowing the process to continue through the return of either a firm order confirmation (FOC) or reject/error notice. A number of these transactions will be permitted to proceed through the physical provisioning process and the return of an electronic completion notice (CN).

The TAG interface ordering and provisioning test will require BellSouth to establish a test bed of customer accounts against which to place the requisite service requests. Customer test accounts will be distributed geographically across multiple Georgia COs and switching/transmission equipment configurations. Additionally, the downstream CRIS/CABS Invoicing Functional Test (BLG-1) requires that those transactions allowed

|                                |  |
|--------------------------------|--|
|                                |  |
| Receive Completion Notice (CN) | Receive CN transaction.                    |
| Receive Jeopardy Notification  | Receive jeopardy notification transaction. |
| Check Service Order Status     | Check service order status.                |

*Figure V-II: EDI Functional Test Scope*

### **1.5 Test Activities**

1. Submit EDI test case transactions according to schedule.
2. Log transaction identifier(s) and submission date/time stamp.
3. Receive transaction responses.
4. Log transaction identifier(s) and receipt date/time stamp.
5. Format transaction response for comparator evaluation.
6. Match transaction response to submitted transaction.
7. Verify that transaction response contains expected results.
8. Flag any exceptions or mismatched responses and determine next steps in exception resolution process.
9. Log documentation issues uncovered during transactions creation and submission process.
10. Resubmit transactions as necessary.
11. Review comparator results and identify pending/open transactions.
12. Generate test results reports.
13. Calculate and report performance metrics.

### **1.6 Exit Criteria**

- Global Exit Criteria satisfied.

- Integrated test management tools installed and configured.
- Test scripts (transaction content) completed and loaded.
- Test case execution scheduled.
- Test cycle execution checklist created.
- Test logs created and results reporting templates completed.
- Test execution team staffed, scheduled, and trained.
- Test Plan and evaluation criteria defined and approved.

## **2.4 Test Scope**

The test scope will address the following sub-processes and functions to evaluate TAG functionality.

|                 |  |
|-----------------|--|
|                 |  |
| Submit an Order | <del>Create order transaction(s).</del>                                |
|                 | <del>Create and send order in LSR format. Submit integrated LSR.</del> |
|                 | Receive acknowledgment.  |
|                 | Receive FOC/error/reject/notification.                                 |
|                 | Send expedited order transaction.                                      |
| Submit an Error | <del>Create error transaction(s).</del>                                |
|                 | <del>Create and send error in LSR format.</del>                        |
|                 | Receive acknowledgment.  |
|                 | Receive planned error/reject notification.                             |
|                 | Correct error(s).  |

to complete through provisioning utilize two OCNs. The test scenarios to be used in the TAG Functional Test are described in Appendix B-3: UNE Ordering Scenarios.

Scenarios for ordering Local Number Portability (LNP) and CLEC-to-CLEC migrations will be processed by the Test Manager using customer data and other requisite order data from CLECs currently doing business with BellSouth Georgia.

TAG ordering functionality will be reviewed along with the documentation addressing its use. Documentation issues encountered during the creation of order transactions will be analyzed and report in O&P-9: TAG Documentation Review.

The Test Cycle Manager will coordinate efforts with BellSouth to ensure that BellSouth's and KPMG's performance measurement systems are prepared to track test transaction performance prior to beginning the test. Test cycle performance data will be also be collected through test management tools and delivered to the O&P Performance Results ~~Comparison Test Measures Evaluation~~ (O&P-7).

## **2.2 Objective**

The objective of the TAG Functional Test is to evaluate the functionality for electronically ordered UNEs in accordance with TAG documentation.

## **2.3 Entrance Criteria**

- Global Entrance Criteria satisfied.
- TAG documentation and training materials obtained.
- Test transaction tracking strategy identified.
- Five OCNs acquired and deployed (three for provisioning).
- Target performance metrics identified.
- BellSouth's and KPMG's performance measurement tracking systems prepared to track test transactions.
- All appropriate SRT activities completed.
- Transaction submission tools installed and configured.
- BellSouth test-bed customer account data loaded.
- CLEC data for LNP orders obtained.
- Expected result files completed.

*Figure V-III: TAG Functional Test Scope*

## **2.5 Test Activities**

1. Submit TAG test case transactions according to schedule.
2. Log transaction identifier(s) and submission date/time stamp.
3. Receive transaction responses.
4. Log transaction identifier(s) and receipt date/time stamp.
5. Format transaction response for comparator evaluation.
6. Match transaction response to submitted transaction.
7. Verify that transaction response contains expected results.
8. Flag any exceptions or mismatched responses and determine next steps in exception resolution process.
9. Review comparator results and identify pending/open transactions.
10. Generate test results reports.
11. Calculate and report performance metrics.

## **2.6 Exit Criteria**

- Global Exit Criteria satisfied.
- Exception resolution activities and reports are complete.
- Expected results versus actual test case results reported.
- Test report generated.
- Exit review completed.

## ***3.0 O&P-3: EDI/TAG Normal Volume Performance Test***

### **3.1 Description**

The EDI/TAG Normal Volume Performance Test will evaluate simultaneously the behavior and performance of both the EDI and TAG interfaces under “normal” YE01 projected transaction load conditions. This test cycle will be executed by TTGs in a manner consistent with the forecasted daily usage patterns and transaction mix (including error conditions) for each interface. The TTGs are capable of submitting large volumes of flow-through pre-ordering (TAG only), and resale and UNE service request test cases. Patterns of time within the day and patterns of days within the month will be emulated.

|                               |   |
|-------------------------------|---|
|                               |   |
|                               | Resend integrated LSR.  |
|                               | Receive FOC.  |
| Supplement an Order           | <del>Create supplement transaction(s).</del>  |
|                               | <u>Create and Send supplement transactions.</u>   |
|                               | Receive acknowledgment.   |
|                               | Receive FOC/ error/ reject notification.  |
|                               | Correct error(s).   |
|                               | Resend supplement.  |
|                               | Receive FOC.  |
| Pre-order/ Order Integration  | Populate integration orders with information returned from designated pre-order response. |
|                               | Submit integration orders.  |
|                               | Receive acknowledgement.  |
|                               | Receive error/ reject notification.   |
|                               | Correct errors.   |
|                               | Resend integration order.   |
|                               | Receive FOC.  |
| Receive Completion Notice     | Receive CN transaction.   |
| Receive Jeopardy Notification | Receive jeopardy notification transaction.  |
| Check Service Order Status    | Create service order status request.  |
|                               | Send transaction.   |
|                               | Receive response.   |



- Certification testing for TTGs completed.
- Test scenarios selected (refer to **Appendix B-2 & Appendix B-3**).
- Test cases selected.
- BellSouth test bed customer account data loaded.
- Expected result files completed.
- Integrated test management tools installed and configured.
- Test scripts (transaction content) completed and loaded.
- Test case execution scheduled.
- Test cycle execution checklist created.
- Test logs created and results reporting template completed.
- Account and security access to EDI and TAG established.
- EDI and TAG connectivity established.
- Test execution team staffed, scheduled, and trained.
- Test Plan and evaluation criteria defined and approved.

### **3.4 Test Scope**

The test scope will address the following sub-processes and functions to evaluate EDI and TAG performance under YE01 normal projected transaction loads.

| Test Scenarios                            |                              |
|---|------------------------------|
| Submit Orders in Projected Normal Volumes | Create order transaction(s). |
|   | Send order in LSR format.    |

The normal volume forecast will be developed across BellSouth's entire nine-state region as described in Appendix C: Volume Analysis. The test will be executed during two ten-hour periods by modeling the expected normal daily usage pattern (e.g., the off-peak nighttime hour loads will be ignored for the test). The majority of the transactions submitted in support of this test cycle are expected to flow through BellSouth's OSS electronically and return an error or an FOC. However, a representative sample of transactions will be submitted to test BellSouth's processing capacity for electronically ordered service requests and errors that fall out for manual processing. LSR transaction loads will be distributed geographically across multiple Georgia COs. BellSouth will ensure that customer test accounts are established and configured accordingly.

The test scenarios to be used in the EDI/TAG Normal Volume Performance Test are described in Appendix B-2: Resale Ordering Scenarios and Appendix B-3: UNE Ordering Scenarios.

TAG and EDI volume tests will be conducted in parallel, using a forecasted order split of 60% - 40% respectively. The PRE-4: TAG Pre Ordering Normal Volume Test will also be conducted in parallel. The Test Cycle Manager will coordinate efforts with BellSouth to ensure that BellSouth's and KPMG's performance measurement systems are prepared to track test transaction performance prior to beginning the test. Test cycle performance data will also be collected through test management tools and delivered to the O&P Performance Results Comparison Test Measures Evaluation (O&P-7) and KPMG as inputs to their respective test execution functions.

### **3.2 Objective**

The objective of the EDI/TAG Normal Volume Performance Test is to measure the performance of the EDI and TAG interface under normal projected YE01 transaction loads.

### **3.3 Entrance Criteria**

- Global Entrance Criteria satisfied.
- EDI and TAG documentation obtained.
- O&P-1: EDI Functional Test and O&P-2: TAG Functional Test successfully completed.
- Test transaction tracking strategy identified.
- Normal volume level defined.
- BellSouth's and KPMG's performance measurement tracking systems prepared to track transactions.

## **4.0 O&P-4: EDI/TAG Peak Volume Performance Test**

### **4.1 Description**

The EDI/TAG Peak Volume Performance Test will evaluate the behavior and performance of both the EDI and TAG interfaces under “peak” YE01 projected transaction load conditions simultaneously. This test cycle will execute selected flow-through pre-ordering (TAG only) resale and UNE service request test cases, including error conditions. The PRE-5: TAG Pre Ordering Peak Volume Test will be conducted in parallel with this test.

The peak volume forecast will be developed using the peak hourly load identified for the EDI/TAG Normal Volume Performance Test, replicating those transaction volumes across an eight-hour period. Alternatively, if BellSouth’s normal daily usage patterns are relatively flat, a multiple may be applied to the peak hourly load and the result replicated across an eight-hour day. The methodology and calculations are discussed further in **Appendix C: Volume Analysis**.

The peak volume test will be executed during two eight-hour periods. LSR loads will again be distributed geographically across multiple Georgia COs to more accurately reflect a realistic peak load operating environment. BellSouth will ensure that customer test accounts are established and configured accordingly.

The test scenarios to be used in the EDI/TAG Peak Volume Performance Test are described in **Appendix B-2: Resale Ordering Scenarios** and **Appendix B-3: UNE Ordering Scenarios**.

The Test Cycle Manager will coordinate efforts with BellSouth to ensure that BellSouth’s and KPMG’s performance measurement systems are prepared to track test transaction performance prior to beginning the test. Test cycle performance data will also be collected through test management tools and delivered to the O&P Performance Results ~~Comparison Test Measures Evaluation~~ (O&P-7) and KPMG as inputs to their respective test execution functions.

### **4.2 Objective**

The objective of the EDI/TAG Peak Volume Performance Test is to measure the performance of the EDI and TAG interfaces under peak projected YE01 transaction loads.

### **4.3 Entrance Criteria**

- Global Entrance Criteria satisfied.
- EDI and TAG documentation obtained.

|  |   |
|--|---|
|  |   |
|  | Receive acknowledgment.                   |
|  | Receive FOC or error/reject notification. |
|  | Send transaction response.                |

*Figure V-IV: EDI/TAG Normal Volume Performance Test Scope*

### **3.5 Test Activities**

1. Submit EDI/TAG test case transactions according to schedule.
2. Log transaction identifier(s) and submission date/time stamp.
3. Receive transaction responses.
4. Log transaction identifier(s) and receipt date/time stamp.
5. Verify that transaction response contains expected results.
6. Analyze timeliness performance
7. Flag any exceptions or mismatched responses and determine next steps in exception process
8. Generate test results reports.

### **3.6 Exit Criteria**

- Global Exit Criteria satisfied.
- Exception resolution activities and reports are complete.
- Expected results versus actual test case results reported.
- Test report generated.
- Exit review completed.

|   |  |
|---|--|
|   |  |
| Submit Orders in Projected Peak Volumes | Create order transaction(s).                 |
|   | Send order in LSR format.                    |
|   | Receive acknowledgment.                      |
|   | Receive FOC or error/rejection notification. |
|   | Send transaction response.                   |

*Figure V-V: EDI/TAG Peak Volume Performance Test Scope*

#### **4.5 Test Activities**

1. Submit EDI/TAG test case transactions according to schedule.
2. Log transaction identifier(s) and submission date/time stamp.
3. Receive transaction responses.
4. Log transaction identifier(s) and receipt date/time stamp.
5. Analyze timeliness performance.
6. Flag any exceptions or mismatched responses and determine next steps in exception process.
7. Generate test results reports.

#### **4.6 Exit Criteria**

- Global Exit Criteria satisfied.
- Exception resolution activities and reports are complete.
- Expected results versus actual test case results reported.
- Test report generated.

- O&P3 EDI/TAG Normal Volume Performance Test completed.
- Test transaction tracking strategy identified.
- Peak volume level defined.
- BellSouth's and KPMG's performance measurement tracking systems prepared to track transactions.
- Test scenarios selected (refer to Appendix B-2 & Appendix B-3).
- Test cases selected.
- BellSouth test bed customer account data loaded.
- Expected results files completed.
- Integrated test management tools installed and configured.
- Test scripts (transaction content) completed and loaded.
- Test case execution scheduled.
- Test cycle execution checklist created.
- Test logs created and results reporting template completed.
- Account and security access to EDI and TAG established.
- EDI and TAG connectivity established.
- Test execution team staffed, scheduled, and trained.
- Test Plan and evaluation criteria defined and approved.

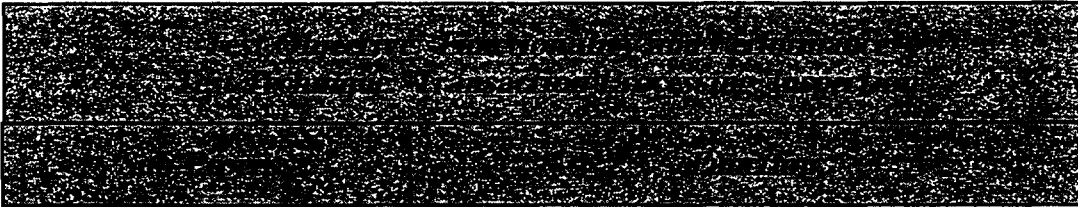
#### **4.4 Test Scope**

The test scope will address the following sub-processes and functions to evaluate EDI/TAG peak performance.

- Test scenarios selected. (Refer to Appendix B-3).
- Test transaction tracking data elements identified.
- Expected result files completed.
- BellSouth test bed prepared and customer account data loaded.
- BellSouth test facilities available.
- Test management tools installed and fully configured.
- Test scripts (transaction content) completed and loaded.
- Test case execution scheduled.
- Detailed test cycle execution checklist created.
- Test logs created and results reporting templates completed.
- Test execution team identified, trained, and scheduled.
- Test Plan and evaluation criteria defined and approved.

#### **5.4 Test Scope**

The test scope will address the following sub-processes and functions to evaluate UNE provisioning.

|  |   |
|--|---|
|  |   |
| <del>BellSouth Provisioned Service</del>   | <del>Receive design documents.</del>                |
|  | <del>Establish provisioning date and time.</del>    |
|  | <del>Perform provisioning activities.</del>         |
|  | <del>Perform testing activities.</del>              |
|  | <del>Turn up service.</del>                         |
| <u>Receive completion notification</u>   | <u>Receive completion notification transaction.</u> |

- Exit review completed.

## **5.0 O&P-5: Provisioning Verification Test**

### **5.1 Description**

The Provisioning Verification Test will evaluate BellSouth's ability to accurately and expeditiously complete the provisioning of service requests placed in both the O&P-1: EDI Functional Test and O&P-2: TAG Functional Test. This analysis will focus on electronically ordered UNEs and involves the physical inspection of BellSouth's provisioning process. Real CLEC provisioning activities will be observed to test end-to-end provisioning process on UNE – Loop orders. In addition, to test the full functionality of BellSouth's provisioning process, orders will be supplemented and canceled, require outside dispatch, and address customer coordination.

The test scenarios to be used in the Provisioning Verification Test are described in **Appendix B-3: UNE Ordering Scenarios**.

Test cycle performance data will be collected by an on-site observer and those results will be delivered to the O&P Performance Results ~~Comparison Test~~ Measures Evaluation (O&P-7) as inputs to test execution functions.

### **5.2 Objective**

The objective of the Provisioning Evaluation Test is to evaluate BellSouth's performance in the provisioning of UNEs as described in the Georgia Order.

### **5.3 Entrance Criteria**

- Global Entrance Criteria satisfied.
- O&P-1, EDI Functional Test and O&P-2, TAG Functional Test successfully executed.
- LEO Implementation Guides (Volumes 1-4), Local Number Portability Ordering Guide, TAG API Programmers Guide, and Georgia SGAT obtained.
- Test transaction tracking strategy identified.
- BellSouth performance measurement tracking system prepared to track transactions.
- Three carrier OCNs obtained for provisioning.



- Expected results versus actual test case results reported.
- Test report generated.
- Exit review completed.

## 6.0 O&P-6: Order Processing Systems Capacity Management Evaluation

### 6.1 Description

The Order Processing Systems Capacity Management Evaluation is a detailed review of the safeguards and procedures in place to plan for and manage projected growth in the use of EDI, TAG, LEO, LESOG, LNP and SOCS [Order Processing Systems].

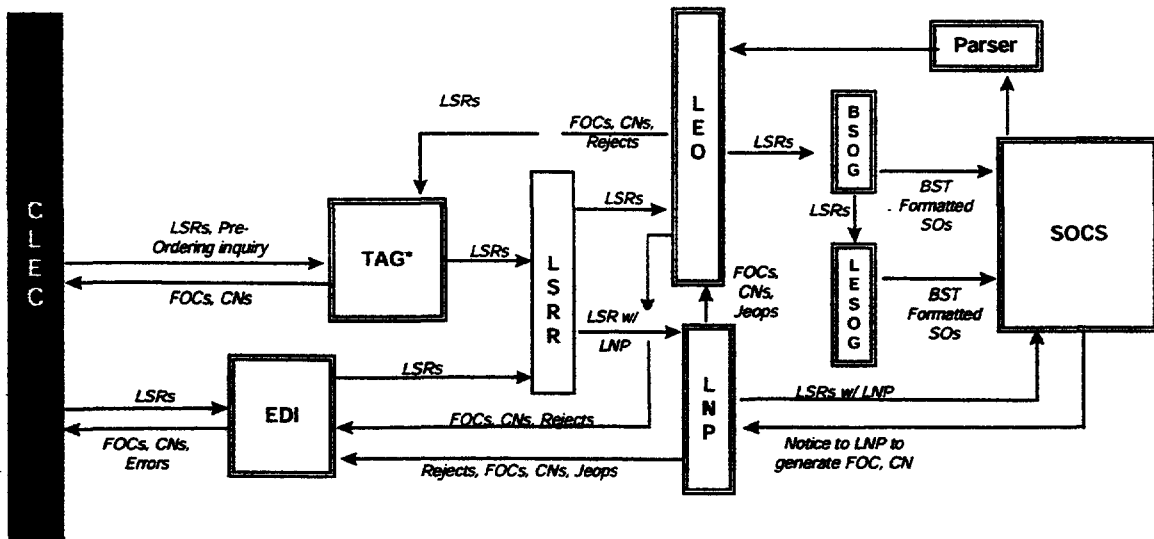


Figure VI-VII: BellSouth's Ordering Network Elements

### 6.2 Objective

The objective of this evaluation is to analyze the capabilities of BST capacity management functions in relation to the order processing applications and determine whether the procedures are adequate to identify and implement capacity increments to satisfy projected customer business volumes on a timely basis.

|                                      |   |
|--------------------------------------|---|
|                                      |   |
|                                      | <u>Match response to order transaction and confirmation.</u>  |
|                                      | <u>Verify timeliness of completion.</u>                       |
| <u>Support provisioning process</u>  | <u>Perform provisioning activity accurately.</u>              |
|                                      | <u>Confirm provisioning on orders requiring coordination.</u> |
|                                      | <u>Manage provisioning process.</u>                           |
| <u>BellSouth provisioned service</u> | <u>BellSouth provisioning methods and procedures.</u>         |

*Figure V-VI: Provisioning Verification Test Scope*

### 5.5 Test Activities

1. Analyze FOC for provisioning information.
2. Log all provisioning notifications.
3. Verify provisioning appointment date/time.
4. Meet BellSouth provisioners for appointment.
5. Log interactions in provisioning checklist.
6. Perform testing on provisioned services.
7. Log activity completion date/time for provisioning event.
8. Record results in appropriate provisioning log.
9. Flag any exceptions or mismatched responses and determine next steps in exception process..
10. Generate test results reports.

### 5.6 Exit Criteria

- Global Exit Criteria satisfied.
- Exception resolution activities and reports are complete.

well as evidence of related activities such as: periodic capacity management reviews; system reconfiguration/load balancing; and load increase induced upgrades.

1. Review procedural and other documentation related to order processing systems capacity management.
2. Conduct interviews with the key systems administration and support personnel as appropriate.
3. Document findings.
4. Resolve exceptions.

#### **6.6 Exit Criteria**

- Global Exit Criteria satisfied.
- Documentation reviews complete.
- Interviews completed.
- Capacity management review report completed.
- Exit review completed.

#### **7.0 O&P-7: O&P Performance Results Comparison Measures Evaluation**

##### **7.1 Description**

The ~~O&P Performance Results Comparison~~ Measures Evaluation is a comparative analysis of O&P performance results collected by the KPMG test management tools and by BellSouth's OSS performance measurement system. The source results collected from O&P-1: EDI Functional Test, O&P-2: TAG Functional Test, O&P-3: EDI/TAG Normal Volume Performance Test, and O&P-4: EDI/TAG Peak Volume Performance Test will be compared to BellSouth's performance results; accuracy and trends will be identified; and disparities will be analyzed for significance.

##### **7.2 Objective**

The objective of the ~~O&P Performance Results Comparison~~ is to assess the accuracy of BellSouth's wholesale performance metrics results using test transactions.

### **6.3 Entrance Criteria**

- Global Entrance Criteria satisfied.
- Availability of documentation identified as input.
- Interview guide / questionnaire developed.
- Interviewees identified and scheduled.
- Detailed evaluation checklists developed.
- Technical documentation identified and obtained for Order Processing Systems.
- Test Plan and evaluation criteria defined and approved.

### **6.4 Test Scope**

The test scope will address the following sub-processes and functions to evaluate wholesale order processing capacity management.

| Order Processing Systems Capacity Management Evaluation Test Scope |  |
|--|--|
| Order Processing Systems Capacity Management                       | Data collection and reporting of business volumes, resource utilization, and performance monitoring  |
|  | Data verification and analysis of business volumes, resource utilization, and performance monitoring |
|  | Systems and capacity planning  |

*Figure V-VIII: Order Processing Systems Capacity Management Evaluation Test Scope*

### **6.5 Test Activities**

Interviews will be conducted with system administration personnel responsible for the operation of the Order Processing Systems. These interviews will be supplemented with an analysis of BellSouth capacity management procedures as

|  |  |
|--|--|
|  |  |
| Average Completion Interval                        | UNE Dispatch   |
|  | UNE Non Dispatch   |
| Order Completion Interval Distribution             | UNE Dispatch   |
|  | UNE Non Dispatch   |
| Held Order Interval Distribution and Mean Interval | UNE Dispatch   |
|  | UNE Non Dispatch   |
| Average Jeopardy Notice Interval                   | UNE Dispatch   |
|  | UNE Non Dispatch   |
| Percentage of Orders Given Jeopardy Notices        | UNE Dispatch   |
|  | UNE Non Dispatch   |
| Percent Provisioning Troubles within 30 Days       | UNE Dispatch   |
|  | UNE Non Dispatch   |
| Percent Service Order Accuracy                     | UNE Dispatch   |
|  | UNE Non Dispatch   |
| Average Completion Notice Interval                 | UNE Dispatch   |
|  | UNE Non Dispatch   |
| Percent Rejected Service Requests                  | <u>Resale Residence</u><br><u>Resale Business</u><br><u>Resale Specials</u><br><u>UNE</u><br><u>UNE Loop with NP</u><br><u>Other</u> |

### **7.3 Entrance Criteria**

- Global Entrance Criteria satisfied.
- Results comparison strategy defined.
- EDI/TAG Functional Tests completed with disaggregated performance metrics reports (including raw data in electronic form).
- EDI/TAG Normal and Peak Volume Performance Tests completed with disaggregated performance metrics reports (including raw data in electronic form)
- BellSouth performance measurement system reports compiled.
- Test execution scheduled.
- Test logs created and results reporting template completed.
- Test execution team staffed, scheduled, and trained.
- Test Plan and evaluation criteria defined and approved.
- Guidelines for measuring variances defined.

### **7.4 Test Scope**

The test scope will address the following sub-processes and functions to compare performance results.

|                                    |                  |
|------------------------------------|------------------|
|                                    |                  |
| Percent Rejected Service Requests  | Mechanized       |
| Reject Interval                    | Mechanized       |
| Firm Order Confirmation Timeliness | Mechanized       |
| Percentage of Subsequent Reports   | UNE Designed     |
|                                    | UNE Non-Designed |

|   |  |
|---|--|
|   |  |
| <u>Average Jeopardy Notice Interval &amp; Percentage of Orders Given Jeopardy Notices</u> | <u>POTS - Residence</u><br><u>POTS - Business</u><br><u>Design</u><br><u>UNE Design</u><br><u>UNE Non-Design</u>   |
| <u>Percent Missed Installation Appointments</u>   | <u>&lt;10 lines/circuits</u><br><u>&gt;10 lines/circuits</u><br><br><u>Dispatch/No Dispatch</u><br><br><u>POTS - Residence</u><br><u>POTS - Business</u><br><u>Design</u><br><u>UNE Design</u><br><u>UNE Non-Design</u>  |
| <u>Average Completion Interval / Order Completion Interval Distribution</u>               | <u>Dispatch/No Dispatch</u><br><br><u>Residence and Business reported in day intervals: 0,1,2,3,4,5,5+</u><br><br><u>UNE and Design reported in day intervals: 0-5, 5-10, 10-15, 15-20, 20-25, 25-30, &gt;=30</u><br><br><u>&lt;10 lines/circuits</u><br><u>&gt;=10 lines/circuits</u><br><br><u>POTS - Residence</u><br><u>POTS - Business</u><br><u>Design</u><br><u>UNE Design</u><br><u>UNE Non-Design</u> |
| <u>Average Completion Notice Interval</u>   | <u>Reporting intervals in hours: 0-1, 1-2, 2-4, 4-8, 8-12, 12-24, &gt;24, plus overall average hour interval</u><br><br><u>&lt;10 lines/circuits</u><br><u>&gt;=10 lines/circuits</u><br><br><u>POTS - Residence</u><br><u>POTS - Business</u><br><u>Design</u><br><u>UNE Design</u><br><u>UNE Non-Design</u>  |

|  |  |
|--|--|
| <u>Reject Interval</u>                                       | <u>Resale - Residence</u><br><u>Resale - Business</u><br><u>Resale - Design</u><br><u>UNE Design</u><br><u>UNE Non-Design</u><br><u>UNE Loop with and w/o NP</u><br><u>Mechanized (0-4 min., 4-8 min., 8-12 min., 12-60 min., 0-1 hr., 1-8 hrs., 8-24 hrs., &gt;24 hrs.)</u><br><u>Non-Mechanized (0-1 hr., 1-4 hrs., 4-8 hrs., 8-12 hrs., 12-16 hrs., 16-20 hrs., 20-24 hrs., &gt;24 hrs.)</u><br><u>Average Interval in Days</u>   |
| <u>Firm Order Confirmation Timeliness</u>                    | <u>Resale - Residence</u><br><u>Resale - Business</u><br><u>Resale - Design</u><br><u>UNE Design</u><br><u>UNE Non-Design</u><br><u>UNE Loop with and w/o NP</u><br><u>Mechanized (0-15 min., 15-30 min., 30-45 min., 45-60 min., 60-90 min., 90-120 min., 120-240 min., 4-8 hrs., 8-12 hrs., 12-16 hrs., 16-20 hrs., 20-24 hrs., 24-48 hrs., &gt;48 hrs.)</u><br><u>Non-Mechanized (0-4 hr., 4-8 hrs., 8-12 hrs., 12-16 hrs., 16-20 hrs., 20-24 hrs., 24-48 hrs., &gt;48 hrs.)</u><br><u>Average Interval in Days</u> |
| <u>Speed of Answer in the Ordering Center</u>                | <u>Not disaggregated</u>   |
| <u>Mean Held Order Interval &amp; Distribution Intervals</u> | <u>Circuit breakout &lt;10</u><br><u>&gt;=10</u><br><u>POTS - Residence</u><br><u>POTS - Business</u><br><u>Design</u><br><u>UNE Design</u><br><u>UNE Non-Design</u>   |



3. Flag any exceptions in results comparison and determine next steps in exception resolution process.
4. Generate comparative analysis results reports.

### **7.6 Exit Criteria**

- Global Exit Criteria satisfied.
- Exception resolution activities and reports are complete.
- Expected results versus actual test case results reported.
- Test report generated.
- Exit review completed.

## ***8.0 O&P-8: EDI Documentation Evaluation***

### **8.1 Description**

The EDI Documentation Evaluation is an analysis of the BellSouth-provided documentation used by CLECs to interface and interact with the EDI interface for ordering and provisioning activities. This evaluation is intended to review the availability, accuracy, and completeness of BellSouth's ordering and provisioning documentation using a variety of operational analysis techniques. This test will receive as input from the O&P-1: EDI Functional Test an exceptions report based on issues pertaining to documentation which addresses whether system functionality matches that described in the business rules documentation.

### **8.2 Objective**

The objective of the EDI Documentation Evaluation is to assess whether the documentation provided by BellSouth adequately assists CLECs in understanding how to implement and use all of the EDI ordering and provisioning functions available to them.

### **8.3 Entrance Criteria**

- Global Entrance Criteria satisfied.
- EDI documentation obtained.
- Teams staffed, scheduled and trained

|   |   |
|---|---|
|   |   |
| <u>Coordinated Customer Conversions</u>                                       | <u>Reported in intervals: &lt;=5 min., &gt;5 and &lt;=15 min., &gt;15 min., plus Overall Average Interval</u><br><u>UNE Loops without INP</u><br><u>UNE Loops with INP</u>                                      |
| <u>Percent Provisioning Troubles within 30 days of Service Order Activity</u> | <u>&lt;10 lines/circuits</u><br><u>&gt;10 lines/circuits</u><br><u>Dispatch/No Dispatch</u><br><u>POTS - Residence</u><br><u>POTS - Business</u><br><u>Design</u><br><u>UNE Design</u><br><u>UNE Non-Design</u> |
| <u>Total Service Order Cycle Time</u>   | <u>Dispatch/No Dispatch</u><br><u>POTS - Residence</u><br><u>POTS - Business</u><br><u>Design</u><br><u>UNE Design</u><br><u>UNE Non-Design</u>   |
| <u>Service Order Accuracy</u>   | <u>&lt;10 lines/circuits</u><br><u>&gt;10 lines/circuits</u><br><u>Dispatch/No Dispatch</u><br><u>POTS - Residence</u><br><u>POTS - Business</u><br><u>Design</u><br><u>UNE Design</u><br><u>UNE Non-Design</u> |

*Figure V-IX: O&P Performance Results Comparison Measures Evaluation Test Scope*

### 7.5 Test Activities

1. Acquire and format BellSouth and test management tools performance data files.
2. Compare disaggregated BellSouth performance results with test management tools performance results.

|                                       |  |
|---------------------------------------|--|
|                                       |  |
|                                       | <u>Correct errors.</u>   |
|                                       | <u>Receive FOC.</u>  |
| <u>Supplement an Order</u>            | <u>Create and send supplement transactions.</u>  |
|                                       | <u>Receive FOC/ error/ reject notification.</u>  |
|                                       | <u>Correct errors.</u>   |
| <u>Pre-Order/Order Intergration</u>   | <u>Populate integration orders with information returned from designated pre-order response.</u> |
|                                       | <u>Submit integration orders.</u>  |
|                                       | <u>Receive acknowledgement.</u>  |
|                                       | <u>Receive error/ reject notification.</u>   |
|                                       | <u>Correct errors.</u>   |
| <u>Receive Completion Notice (CN)</u> | <u>Receive CN transaction.</u>   |
| <u>Receive Jeopardy Notification</u>  | <u>Receive jeopardy notification transaction.</u>  |
| <u>Check Service Order Status</u>     | <u>Check service order status.</u>   |

*Figure V-X: EDI Documentation Evaluation Test Scope*

#### **8.4.1 Documents in Test Scope**

The following is a non-exclusive list of documents to be examined:

- LEO Implementation Guide, Volumes 1-3
- Facility Based Activation Requirements
- Facility Based Advisory Guide
- Pending Service Order Job Aid

- Documentation evaluation checklist completed.
- Test Plan and evaluation criteria defined and approved.
- Interview guide/questionnaire(s) completed.
- Incident report(s) arising from documentation issues from O&P-1:EDI Functional Test obtained.
- BST and CLEC documentation Order Specialist and User contact information provided.
- Process for logging exceptions defined and accepted.

#### **8.4 Test Scope**

The test scope will address the following sub-processes and functions to evaluate EDI documentation along with additional relevant documentation identified for use in Ordering and Provisioning.

| <b>Ordering and Provisioning</b> |  |
|----------------------------------|--|
| <b>O&amp;P-8 Documentation</b>   | <u>LEO Implementation Guides (Volumes 1-4). Document structure and format.</u> |
|                                  | <u>PC EDI Training Document. Document content.</u>                             |
|                                  | <u>Carrier Notifications off the BellSouth website. Release management.</u>    |
|                                  | <u>Document accuracy. Resale CLEC Activation Requirements.</u>                 |
|                                  | <u>Local Number Portability Ordering Guide.</u>                                |
| <u>Submit an Order</u>           | <u>Create and send order in LSR format.</u>                                    |
|                                  | <u>Receive FOC / error / reject notification.</u>                              |
| <u>Submit an Error</u>           | <u>Create and send order in LSR format.</u>                                    |
|                                  | <u>Receive planned error / reject notification.</u>                            |

to documentation which addresses whether system functionality matches that described in the business rules documentation.

## **9.2 Objective**

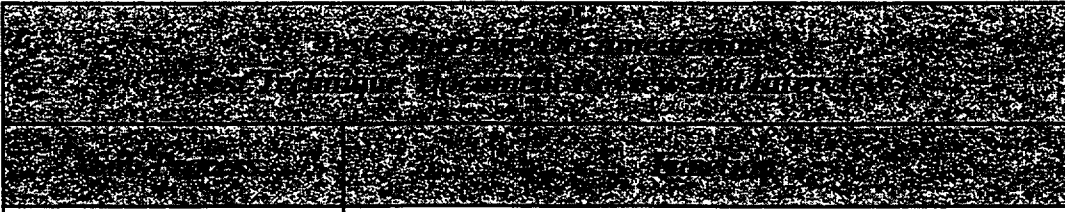
The objective of TAG Documentation Evaluation is to assess whether the documentation provided by BellSouth adequately assists CLECs in understanding how to implement and use all of the TAG ordering and provisioning functions available to them.

## **9.3 Entrance Criteria**

- Global Entrance Criteria satisfied.
- TAG documentation obtained.
- Teams staffed, scheduled, and trained.
- Documentation evaluation checklist completed.
- Test Plan and evaluation criteria defined and approved.
- Interview guide/questionnaire(s) completed for BST & CLEC.
- Exception report(s) arising from documentation issues from O&P-2 TAG Functional Test obtained.
- BST and CLEC documentation Order Specialist and User contact information provided.
- Process for logging exceptions defined and accepted.

## **9.4 Test Scope**

The scope will address the following sub-processes and functions to evaluate TAG documentation along with additional relevant documentation identified for use in Ordering and Provisioning.

|  |  |
|--|--|
|  |  |
| O&P-9 Documentation  | LEO Implementation Guides (Volumes 1-4). |

- Products and Services Interval Guide
- Carrier Notifications from the BellSouth Web site
- Local Number Portability Ordering Guide

### **8.5 Test Activities**

1. Obtain relevant documentation needed to carry out business processes related to O&P.
2. Conduct documentation evaluation using documentation evaluation checklist.
3. Conduct interviews with BellSouth documentation specialists.
4. Conduct interviews with CLEC documentation users.
5. Log incidents noted during testing.
6. Flag any exceptions and determine next steps in execution resolution process.
7. Compile results.

### **8.6 Exit Criteria**

- Global Exit Criteria satisfied.
- Exception resolution activities and reports are complete.
- Expected results versus actual test case results reported.
- Test report generated.
- Exit review completed.

## ***9.0 O&P-9: TAG Documentation Evaluation***

### **9.1 Description**

The TAG Documentation Evaluation is an analysis of the BellSouth-provided documentation used by CLECs to interface and interact with the TAG interface for ordering and provisioning activities. This evaluation is intended to review the availability, accuracy and completeness of BellSouth's ordering and provisioning documentation using a variety of operational analysis techniques. This test will receive as input from the O&P-2: TAG Functional Test an incident report due to issues pertaining

|                                       |   |
|---------------------------------------|---|
|                                       |   |
|                                       | <u>Receive error/reject notification.</u>         |
|                                       | <u>Correct errors.</u>                            |
| <u>Receive Completion Notice (CN)</u> | <u>Receive CN transaction.</u>                    |
| <u>Receive Jeopardy Notification</u>  | <u>Receive jeopardy notification transaction.</u> |
| <u>Check Service Order Status</u>     | <u>Check service order status.</u>                |

*Figure V-XI: TAG Documentation Evaluation Test Scope*

#### **9.4.1 Documents in Test Scope**

The following is a non-exclusive list of documents to be examined:

- LEO Implementation Guide, Volumes 1-3
- Facility Based Activation Requirements
- Facility Based Advisory Guide
- Pending Service Order Job Aid
- Products and Services Interval Guide
- Carrier Notifications from the BellSouth Web site
- Local Number Portability Ordering Guide

#### **9.5 Test Activities**

1. Obtain relevant documentation needed to carry out business processes related to O&P.
2. Conduct documentation evaluation using documentation evaluation checklist

|                                     |  |
|-------------------------------------|--|
|                                     |  |
|                                     | TAG API Reference Guide.   |
|                                     | TAG Programmer's Job Aid.  |
|                                     | TAG Training for CLEC Programmer.  |
|                                     | Carrier Notifications off the BellSouth website.   |
|                                     | Resale CLEC Activation Requirements.   |
|                                     | Local Number Portability Ordering Guide.   |
|                                     | <u>Document structure and format.</u>  |
|                                     | <u>Document content.</u>   |
|                                     | <u>Release management.</u>   |
|                                     | <u>Document accuracy.</u>  |
| <u>Submit an Order</u>              | <u>Create and send order in LSR format.</u>  |
|                                     | <u>Receive FOC/error/reject notification.</u>  |
| <u>Submit an Error</u>              | <u>Create and send order in LSR format.</u>  |
|                                     | <u>Receive planned error/reject notification.</u>  |
|                                     | <u>Correct errors.</u>   |
|                                     | <u>Receive FOC.</u>  |
| <u>Supplement an Order</u>          | <u>Create and send supplement transactions.</u>  |
|                                     | <u>Receive FOC/error/reject notification.</u>  |
|                                     | <u>Correct errors.</u>   |
| <u>Pre-Order/Order Intergration</u> | <u>Populate integration orders with information returned from designated pre-order response.</u> |
|                                     | <u>Submit integration orders.</u>  |
|                                     | <u>Receive acknowledgement.</u>  |



## **10.2 Objective**

The objective of the EDI/TAG Production Volume Performance Test is to measure the performance of the EDI and TAG interface under current production capacity at YE01 projected mix.

## **10.3 Entrance Criteria**

- Global Entrance Criteria satisfied.
- EDI and TAG documentation obtained.
- O&P-1: EDI Functional Test, O&P-2: TAG Functional Test, O&P-3: EDI/TAG Normal Volume Performance Test and O&P – TAG/EDI Peak Volume Performance Test successfully completed.
- Test transaction tracking strategy identified.
- Current volume level defined.
- BellSouth's and KPMG's performance measurement tracking systems prepared to track transactions.
- Certification testing for TTGs completed.
- Test scenarios selected (refer to Appendix B-2 & Appendix B-3).
- Test cases selected.
- BellSouth test bed customer account data loaded.
- Expected result files completed.
- Integrated test management tools installed and configured.
- Test scripts (transaction content) completed and loaded.
- Test case execution scheduled.
- Test cycle execution checklist created.
- Test logs created and results reporting template completed.
- Account and security access to EDI and TAG established.
- EDI and TAG connectivity established.

3. Conduct interviews with BellSouth documentation specialists
4. Conduct interviews with CLEC documentation users
5. Log incidents noted during testing.
6. Flag any exceptions and determine next steps in execution resolution process.
7. Compile results.

#### **9.6 Exit Criteria**

- Global Exit Criteria satisfied.
- Exception resolution activities and reports are complete.
- Expected results versus actual test case results reported.
- Test report generated.
- Exit review completed.

### ***10.0 O&P-10: EDI/TAG Production Volume Performance Test***

#### **10.1 Description**

The EDI/TAG Production Volume Performance Test will evaluate simultaneously the behavior and performance of both the interfaces under current capacities of the production system. This test cycle will be executed by TTGs in a manner consistent with the forecasted daily usage patterns and transaction mix (excluding error conditions) for each interface. The TTGs are capable of submitting large volumes of flow through pre-orders (TAG only), and resale and UNE service request cases. The test will be executed during an eight-hour period. All the transactions submitted are expected to flow through BellSouth's OSS electronically and return an error or an FOC. LSR transaction loads will be distributed geographically across multiple Georgia COs. BellSouth will ensure that customer test accounts are established and configured accordingly.

The test scenarios to be used in the EDI/TAG Production Volume Performance Test are described in Appendix B-2: Resale Ordering Scenarios and Appendix B-3: UNE Ordering Scenarios.

The Test Manager will coordinate efforts with BellSouth to ensure that BellSouth's and KPMG's performance measurement system are prepared to track test transaction performance prior to beginning the test. Test cycle performance data will also be collected through test management tools and delivered to the O&P Performance Results Comparison Test Measures Evaluation (O&P-7).

## **10.6 Exit Criteria**

- Global Exit Criteria satisfied.
- Exception resolution activities and reports are complete.
- Expected results versus actual test case results reported.
- Test report generated.
- Exit review completed.

- Test execution team staffed, scheduled, and trained.
- Test Plan and evaluation criteria defined and approved.

#### **10.4 Test Scope**

The test scope will address the following sub-processes and functions to evaluate EDI and TAG performance under current transaction loads.

|   |   |
|---|---|
|   |   |
| Submit Orders in Projected Normal Volumes | Create order transaction(s).              |
|   | Send order in LSR format.                 |
|   | Receive acknowledgment.                   |
|   | Receive FOC or error/reject notification. |
|   | Send transaction response.                |

*Figure V-IV: EDI/TAG Production Volume Performance Test Scope*

#### **10.5 Test Activities**

1. Submit EDI/TAG test case transactions according to schedule.
2. Log transaction identifier(s) and submission date/time stamp.
3. Receive transaction responses.
4. Log transaction identifier(s) and critical performance responsiveness date/time stamp information.
5. Verify that transaction response contains expected results.
6. Flag any exceptions or mismatched responses and determine next steps in exception resolution process.
7. Generate test results reports.

## **Section VI**

## VI. Billing Test Section

### A. Overview

The purpose of this section is to define the specific billing tests to be undertaken in evaluating the systems and related operational elements associated with BellSouth's establishment and maintenance of business with CLECs.

### B. Scope

The billing domain test scope is defined in the following table: The table identifies the test target, the interface under test, the primary test objective(s), the BST product offering, and the test technique(s) to be employed.

| BLG-1: CRIS/CABS Invoicing Functional Test                                   | CRIS<br>CABS                 | Functionality,<br>Quality                | UNE | Transaction<br>Processing,<br>Inspection,<br>Interview   |
|--|------------------------------|--|-----|--|
| BLG-2: ODUF/ADUF Usage Functional Test                                       | ODUF<br>ADUF                 | Functionality,<br>Quality                | UNE | Transaction<br>Processing,<br>Inspections,<br>interviews |
| BLG-3 Billing Systems Capacity Management Evaluation                         | CRIS<br>CABS<br>ADUF<br>ODUF | Processing<br>Capacity                   | UNE | Inspection,<br>Interview                                 |
| BLG-4: Billing Performance <del>Results Comparison</del> Measures Evaluation | CRIS<br>CABS<br>ODUF<br>ADUF | Performance<br>Reporting<br>Verification | UNE | Performance<br>Comparison,<br>Inspection,<br>Interview   |
| BLG-5: CRIS/CABS Invoicing Documentation Evaluation                          | CRIS<br>CABS                 | Documentation                            | UNE | Document<br>Review,<br>Interview                         |



## **1.2 Objective**

The objective of the CRIS/CABS Invoicing Functional Test is to validate the completeness and accuracy of the CRIS/CABS carrier billing and invoicing process in accordance with BellSouth's published specifications.

## **1.3 Entrance Criteria**

- Global Entrance Criteria satisfied.
- Detailed Billing guidelines obtained from BellSouth.
- Billing invoice delivery mechanisms established.
- Test scenarios and cases provisioned.
- Test-bed databases, including all required previously provisioned accounts in the CRIS/CABS and other related systems loaded for Billing.
- Performance measurement tracking systems prepared to track test transactions.
- Test case execution scheduled.
- Detailed test cycle checklist created.
- Test logs and validation instructions created and results reporting template completed.
- Test execution team identified, scheduled, and trained.
- Documentation of BST bill production and distribution procedures obtained.
- Interview guide/questionnaire developed.
- Interviewees identified and scheduled.
- Test Plan and evaluation criteria defined and approved.

## **1.4 Test Scope**

The test scope will address the following sub-processes and functions to evaluate CRIS/CABS functionality.



| BLG-6: ODUF/ ADUF<br>Documentation Evaluation | ODUF<br>ADUF | Documentation | UNE | Document<br>Review,<br>Interview |
|---|--------------|---------------|-----|----------------------------------|

*Figure VI-I: Billing Test Cycles*

## **C. Test Cycles**

### **1.0 BLG-1: CRIS/CABS Invoicing Functional Test**

#### **1.1 Description**

The CRIS/CABS Invoicing Functional Test will evaluate the functional elements of the carrier invoicing process for UNEs as delivered to CLECs by the CRIS/CABS interface. The test consists of a transaction driven segment and a process evaluation segment.

For the transaction driven segment, BST will establish an initial billing test bed consisting of activated retail accounts, and additional facilities reserved for subsequent use by the Test Manager in simulation of a CLEC. The billing test bed will support multiple OCNs and accounts will span several billing cycle dates for both CRIS and CABS. The Test Manager will submit service orders against the test bed. These orders will include new installs, migrations to the CLEC, changes and disconnects. Specific orders will be selected from the scenarios shown in **Appendix B-4: Billing Scenarios**. Calls will be placed on provisioned lines to generate usage. The service orders and usage will result in invoice detail subject to evaluation by the Test Manager. The functional elements of UNE invoicing to be specifically targeted by this test include usage and measured rate billing, recurring and non-recurring charges, pro-ration of charges, recording of account configuration changes, adjustments, and accuracy of invoice line-item details and summary level sections delivered by both the CABS/CRIS systems.

BLG-1 transaction testing activities and findings will be coordinated with the BLG-2 (Usage), BLG-5 (Performance) and BLG-6 (Documentation) tests.

The process oriented sub-tests are designed to ensure that BST internal procedures for producing and distributing customer bills are such that quality and timeliness are ensured. Inspections of the relevant processes and interviews with responsible BST parties will be conducted.

3. Assess accuracy of each system function as documented.
4. After executing orders, receive and validate the bills.
5. Capture results.
6. Compare actual results with the expected results and tabulate findings.
7. Interview BellSouth Subject Matter Experts to ensure quality of internal processes.
8. Resolve exceptions.

### **1.6 Exit Criteria**

- Global Exit Criteria satisfied.
- Expected results versus actual test case results reported.
- Confirmation steps completed.
- Test report generated.
- Exit review completed.

## ***2.0 BLG-2: ODUF/ADUF Usage Functional Test***

### **2.1 Description**

The Daily Usage File (DUF) Test will evaluate the functional elements of daily message/usage processing for UNE ports as delivered to CLECs by the ADUF/ODUF interfaces. This test will be executed by placing test calls on UNE port or loop port scenarios similar to those selected for provisioning as part of the EDI/TAG functional tests (O&P-1 and O&P-2). The functional elements of daily message/usage processing for UNE ports to be specifically targeted by this test include the completeness and accuracy of the call details across a variety of incoming and outgoing call types, changes in account disposition/configuration, and CO switch types.

The message/usage processing test will require BellSouth to establish an initial test bed of billed accounts prior to the execution of the Billing functional tests. This test will capture daily usage events that can be compared to the carrier invoices delivered via the CRIS/CABS interfaces. The test consists of a transaction driven segment and a process evaluation segment.

For the transaction driven segment, BST will establish an initial billing test bed consisting of activated retail accounts, and additional facilities reserved for subsequent

|                       |   |
|-----------------------|---|
|                       |   |
| Adjustment            | Enter adjustments.                              |
|                       | Track adjustments.                              |
| Maintain Bill Balance | Carry balance forward.                          |
| Review Bills          | Verify normal recurring charges.                |
|                       | Verify one-time charges.                        |
|                       | Verify prorated recurring charges.              |
|                       | Verify usage charges.                           |
|                       | Verify adjustments (debits and credits).        |
|                       | Verify late charges.                            |
| Balance Cycle         | Define balancing and reconciliation procedures. |
|                       | Produce control reports.                        |
|                       | Release cycle.                                  |
| Deliver Bill          | Deliver bill media.                             |
| Maintain Bill History | Maintain billing information.                   |
|                       | Access billing information.                     |
| Request resend        | Deliver bill media.                             |

*Figure VI-II: CRIS/CABS Invoicing Functional Test Scope*

### **1.5 Test Activities**

1. Review BellSouth Billing documentation.
2. Using test cases derived from the test scenarios found in Appendix B, perform each function listed in the test scope.

- Documentation of BST DUF production and distribution procedures available.
- Interview guide/questionnaire developed.
- Interviewees identified and scheduled.
- Test Plan and evaluation criteria defined and approved.

## 2.4 Test Scope

| Receipt of Usage by BellSouth | Receive switch records at data center.          |
|-------------------------------|---|
|                               | Verify DUF data.                                |
| Daily Usage Feed              | Create usage feed.                              |
|                               | Define balancing and reconciliation procedures. |
|                               | Route usage.                                    |
| Deliver Usage to CLECs        | Send direct connect.                            |
|                               | Acknowledge arrival.                            |
| Maintain Usage History        | Create usage backup.                            |
|                               | Request backup data.                            |
| Status Tracking and Reporting | Track valid usage.                              |
|                               | Account for no usage.                           |
|                               | Account for missing usage (gaps).               |

*Figure VI-IV: ODUF/ADUF Usage Functional Test*

use by the Test Manager in simulation of a CLEC. The Billing test bed will support multiple OCNs and accounts will span several billing cycle dates for both CRIS and CABS. The Test Manager will submit service orders against the test bed. These orders will include new installs, migrations to the CLEC, changes and disconnects. Specific orders will be selected from the scenarios shown in **Appendix B-4: Billing Scenarios**. Calls will be placed on provisioned lines to generate usage. The calls will consist of multiple call types and will be placed in multiple venues. The usage will result in DUF detail subject to evaluation by the Test Manager.

BLG-2 transaction testing activities and findings will be coordinated with the BLG-1 (Invoicing), BLG-5 (Performance) and BLG-7 (Documentation) tests.

The process oriented sub-tests are designed to ensure that BST internal procedures for producing and distributing daily usage files are such that quality and timeliness are ensured. Inspections of the relevant processes and interviews with responsible BST parties will be conducted.

## **2.2 Objective**

The objective of the ODUF/ADUF Usage functional test is to assess the accuracy, completeness and timeliness of the daily usage file message processing capability as described in BellSouth's published specifications.

## **2.3 Entrance Criteria**

- Global Entrance Criteria satisfied.
- Detailed Billing guidelines obtained from BellSouth.
- Billing usage data delivery mechanisms established.
- Test scenarios and cases provisioned.
- Testbed provisioned.
- Performance measurement tracking systems prepared to track test transactions.
- Test case execution scheduled.
- Detailed test cycle checklist created.
- Test logs created and results reporting template completed.
- Test execution team identified, trained and scheduled.

### **3.3 Entrance Criteria**

- Global Entrance Criteria satisfied.
- Availability of documentation identified as input.
- Interview guide / questionnaire developed.
- Interviewees identified and scheduled.
- Detailed evaluation checklists developed.
- Test Plan and evaluation criteria defined and approved.

### **3.4 Test Scope**

The test scope will address the following sub-processes and functions to evaluate billing systems capacity management.

| Billing Systems Capacity Management Evaluation Test Scope |   |
|---|---|
| Billing Systems Capacity Management                       | Data collection and reporting of business volumes, resource utilization, and performance monitoring.  |
|   | Data verification and analysis of business volumes, resource utilization, and performance monitoring. |
|   | Systems and capacity planning.  |

*Figure IX-VI: Billing Systems Capacity Management Evaluation Test Scope*

### **3.5 Test Activities**

Interviews will be conducted with system administration personnel responsible for the operation of the billing systems. These interviews will be supplemented with an analysis of BellSouth capacity management procedures as well as evidence of related activities such as: periodic capacity management reviews; system reconfiguration/load balancing; and, load increase induced upgrades.

## **2.5 Test Activities**

1. Review BellSouth billing documentation.
2. Using test cases derived from the test scenarios found in Appendix B perform each function listed in the test scope.
3. Assess accuracy of each system function as documented.
4. Capture results.
5. Compare actual results with expected results and tabulate findings.
6. Interview BellSouth Subject Matter Experts to ensure quality of internal processes.
7. Resolve exceptions.

## **2.6 Exit Criteria**

- Global Exit Criteria satisfied.
- Expected results versus actual test case results reported.
- Confirmation steps completed.
- Call Logs completed.
- Test Report generated.
- Exit review completed.

## ***3.0 BLG-3: Billing Systems Capacity Management Evaluation***

### **3.1 Description**

The Billing Systems Capacity Management Evaluation is a detailed review of the safeguards and procedures in place to plan for and manage projected growth in the use of billing applications for bill generation and invoicing.

### **3.2 Objective**

The objective of this evaluation is to determine the extent to which procedures to accommodate increases in billing transaction volumes and users are being actively managed.

1. Review procedural and other documentation related to billing systems capacity management.
2. Conduct interviews with key systems administration and support personnel as appropriate.
3. Document findings.

### **3.6 Exit Criteria**

- Global Exit Criteria satisfied.
- Documentation reviews completed.
- Interviews completed.
- Summary findings and conclusions.
- Exit review completed.

## ***4.0 ~~BLG-4: Billing Performance Results Comparison~~Measures Evaluation***

### **4.1 Description**

The Billing Performance ~~Results Comparison~~Measures Evaluation is a comparative analysis of billing performance results collected by KPMG through test management tools and by BellSouth's OSS performance measurement system. The source results collected from BLG-1: CRIS/CABS Invoicing Functional Test and BLG-2: ODUF/ADUF Usage Functional Test will be compared to BellSouth's performance results, accuracy and trends will be identified, and disparities will be analyzed for significance. Overall, for consistency testing, four test results sources will be used and compared to ensure BellSouth accuracy:

- Daily usage files ODUF/ADUF
- CRIS/CABS test invoices
- BellSouth's performance measurement system data collected
- Test Call Log.

### **4.2 Objective**

The objective of the Billing Performance ~~Results Comparison~~Measures Evaluation is to assess the accuracy of BellSouth's wholesale performance metrics results using test transactions.